

Medicaid Information Line

Effective Date: Sept. 19, 2012

(801)
538-6155
(Salt Lake
City area)

OR

(800)
662-9651
(Outside Salt
Lake, Idaho,
Wyoming,
Colorado,
New Mexico,
Arizona and
Nevada)

OR

(801)
538-6155
(Other States
not listed
above)

M
A
I
N

M
E
N
U

1
**Verify
Eligibility**

ELIGIBILITY MENU

1 Access Now **2** Client Eligibility

2
Client

CLIENT MENU

1 Transportation Services **2** CSUC (Billing) **3** DWS CaseWorker **4** Certificate of Creditable Coverage **5** Pharmacy Services **6** Report Misuse (PIU) **7** HPRs

TRANSPORTATION MENU

2 Schedule Non-Emergency Non-Flex **3** Schedule Flex-Trans Trip

3
Provider

PROVIDER MENU

1 Transportation **2** Customer Svc & Medcr Crossover **3** Prior Auth **4** Provider Enrollment **5** Electronic Billing **6** Rx, NH, Med Supp, Hospice & Hosp Xover **7** Report Misuse (PIU) **8** Custody Medical **9** I.H.S. J.J.S.

CSU/MCARE MENU

1 Institutional Xover claims **2** All other billings & Prof Xover claims

PRIOR AUTHORIZATION MENU

0 ??? on codes - covered or require PA **9** Tubal Ligation, Vasectomy or transplant procedures **1** Dental, Vision, Audiology, Transport & Genetic Testing **2** Pharmacy & Psychiatric **3** Outpatient therapies, Diabetic Teaching & Emergency Only program **4** Wheelchair & Negative Pressure Wound therapy **5** MRI & Surgical Procedures **6** Sleep studies, cpap bipap & Hyperbaric Oxygen therapy **7** All other medical equip, in-patient rehab **8** Home Hlth & Private duty nursing **9** All Other Priors Auths

4
HMO

HMO MENU

1 Covered Benefits **2** Address & Phone Number **3** Change Enrollment **4** HMO Billing Questions **5** Your Dr's HMO

6 **New
Choices
Waiver**

NC WAIVER

1 New Choice Waiver